

United States District Court
District of Maine
United States Probation & Pretrial Services
United States Bankruptcy Court

Announcement No.: MEP 2015-09

Position: Automation Support Specialist

Location: Bangor, Maine
Shared position with two Court Units.

Salary Range: CPS CL 25 (\$38,704 - \$62,951) (with possible promotion to CL26)
Starting salary is dependent on qualifications and experience.

Closing Date: Open Until Filled. Priority will be given to applications received by close of business on December 31, 2015.

Position Overview

The Automation Support Specialist provides automation, audio visual and helpdesk support across two court units and provides technical support for installing and configuring computer hardware and software programs. The incumbent performs routine to moderately complex troubleshooting for hardware and software systems. This is a shared position between the U.S. Bankruptcy Court and U.S. Probation and Pretrial Office.

The U.S. Probation & Pretrial Services Office and the U.S. Bankruptcy Court for the District of Maine includes locations in both Portland and Bangor. This position is located in the Bangor office. Bangor is located in central Maine, 130 miles north of Portland, and is the gateway to Downeast Maine, the Acadia Region (including Bar Harbor and Acadia National Park), Baxter State Park, the Penobscot Bay Region, and Nova Scotia, Canada. Bangor is the state's 3rd largest city, with a population of approximately 32,000, and has a rich history dating back to the 1600's. The Bangor area offers many recreational activities including access to dozens of lakes and streams with superior fishing; the Gulf of Maine's coastline and many islands, including lobstering and fishing communities; hiking, biking and camping in our national parks; and a wide range of winter sports including skiing/snowboarding, snowmobiling, ice fishing, and snowshoeing.

Representative Duties

- Provide information and assistance to court staff via the IT helpdesk. Troubleshoot and provide guidance on technical program problems which can be completed over the telephone. Assist with web access issues. Provide information and assistance to users on applications such as word processing and data entry.
- Act as a technical expert in solving more complex system problems. Provide in-person troubleshooting assistance with non-routine or more complicated issues which cannot be resolved via telephone.
- Provide support for the Court Units' audio visual systems, teleconferencing equipment, digital recording devices, smartphones, tablets and laptop computers.

- Work in advance with courtroom deputy and courtroom scheduler to ensure special equipment or connectivity preparations have been completed prior to court proceedings.
- Customize programs for local needs. Prepare and maintain documentation on local programs, creating user cheat-sheets or forms, as applicable. Provide end-user training.
- Advise managers and users on types of specific information that can be readily extracted from existing files. Develop procedures and standards for data entry to ensure validity of the data.
- Perform automated tasks, including installing, troubleshooting, repairing, and configuring hardware and software. Test and evaluate new hardware and software prior to installation.
- Provide day-to-day systems backups and verify the validity of data. Maintain an up-to-date computer related inventory, in accordance with policies and regulations.
- Provide input and recommendations regarding IT related projects.
- Assist with office and chambers moves, reconnecting equipment in new locations.
- Perform other duties as assigned.

Minimum Job Requirements

One year of specialized experience as an Automation Specialist or equivalent position as described above in an IT environment.

“Specialized experience” is defined as progressively responsible experience that is in, or closely related to, the work of the position and which has demonstrated the particular knowledge, skills, and abilities to successfully perform the duties of the position and involves the routine use of automated software and keyboarding for word processing, data entry and report generation.

Court Preferred Skills and Experience:

- An Associate’s degree or higher education from an accredited college or university with a degree related to Information Technology.
- Prior court and/or law enforcement experience.
- Experience configuring and troubleshooting mobile devices.
- Familiarity with Apple hardware and OS.
- Extensive server, software and network skills:

<i>Server Skills</i>	<i>Software Skills</i>	<i>Network Skills</i>
Active Directory/DNS Symantec Backup Exec Windows Server 2008-2012	Windows 7 Windows Server 2008/2012 Apple OS X iOS Symantec Antivirus Microsoft Office 2010/2013	LAN WAN DHCP DNS DHCP VOIP

- Excellent analytical skills and problem solving ability.
- Excellent interpersonal and communication skills to effectively work with stakeholders.
- Attention to detail and follow-through.
- Customer service orientation and sense of urgency to maintain expected service levels.
- Position requires periodic work at night and on weekends.

Benefits

Employees of U.S. Probation & Pretrial Services and U.S. Bankruptcy Court ARE NOT included in the Government's Civil Service classification. They are, however, entitled to the same benefits as other federal government employees. Some of the available benefits are:

- Participation in the federal health, dental, and vision programs.
- Participation in the Federal Employees Retirement System.
- Participation in the Thrift Savings Plan (similar to a 401K).
- Participation in a group life insurance program.
- Participation in a long-term care insurance program.
- Participation in a flexible spending account for medical and/or dependent care expenses on a pre-tax basis.
- Time in service for employees of other federal agencies, as well as time for those with prior military service, will be taken into consideration when computing leave accrual and retirement benefits.

The court is not authorized to reimburse candidates for travel or moving expenses.

Conditions of Employment

Employees of the United States Courts serve under "Excepted Appointments" and are considered "At-Will" employees. Federal Civil Service classifications or regulations do not apply. Applicants must be United States citizens or eligible to work in the United States. As a condition of employment, the selected candidate must successfully complete a background investigation and submit to fingerprinting. Retention depends upon a favorable suitability determination. All appointments are also subject to mandatory electronic funds transfer. All employees are required to adhere to the Code of Conduct for Judicial Employees which is available for review upon request.

Application Requirements

Qualified applicants should submit a completed Judicial Employment Application, current resume, and cover letter describing the qualities that they would bring to the position of Automation Support Specialist. **Enter "Automation Support Specialist" in the email Subject line. All documents should be combined and emailed as one PDF attachment.**

Email to: apply@mep.uscourts.gov

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U.S. Probation & Pretrial Services and U.S. Bankruptcy Court are an Equal Opportunity Employers